Texas State Parks | Online Reservations

Web Reservations Step By Step

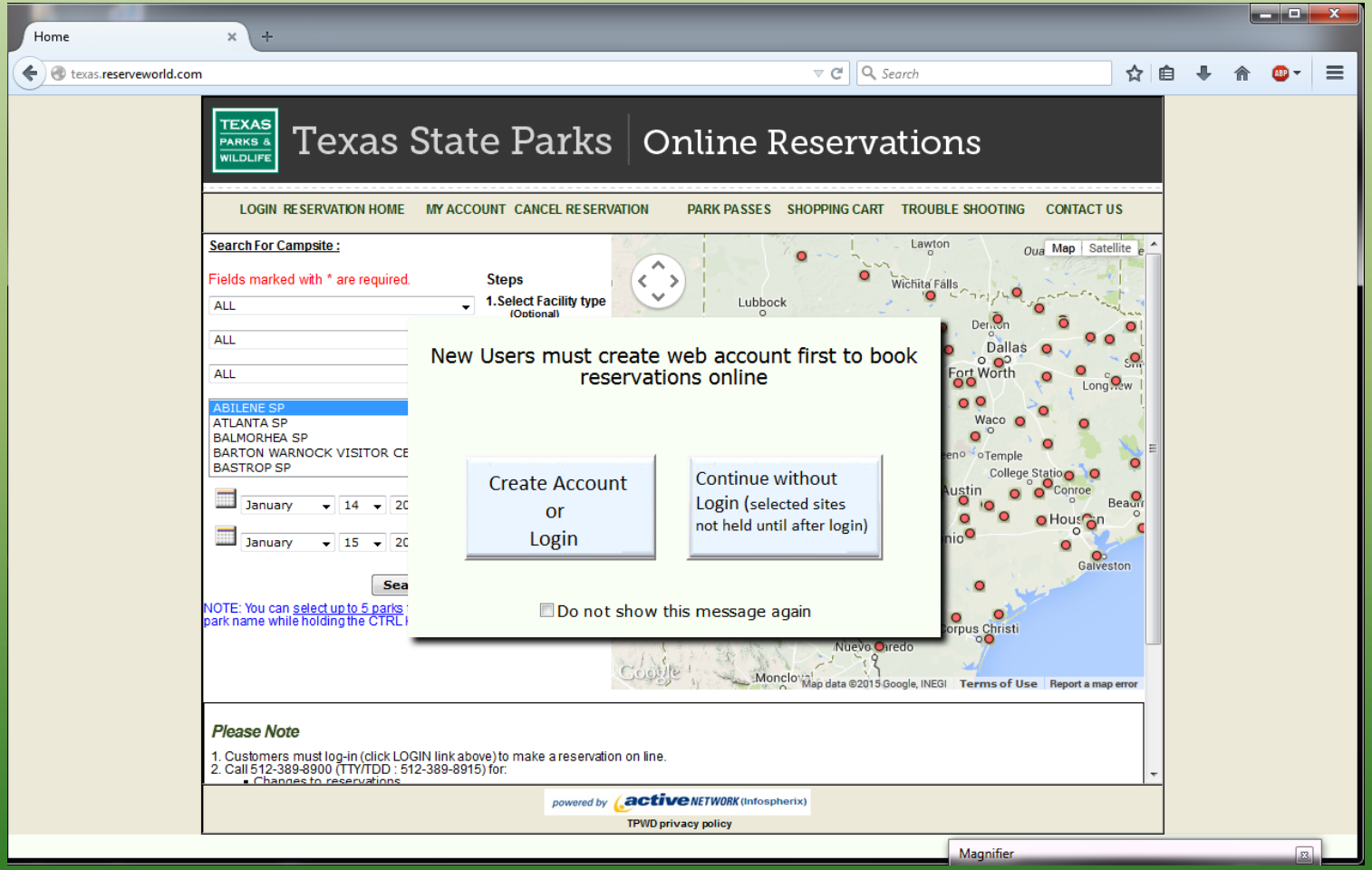
Objectives

- Walking through a making a reservation online
- Helpful tips regarding items on the website

The TPWD Customer Service Center hopes that this tutorial will help the process of making a reservation on our site much easier. Even if you are familiar with making a reservation on our site, please review all the information in this tutorial to get the most out of our site.

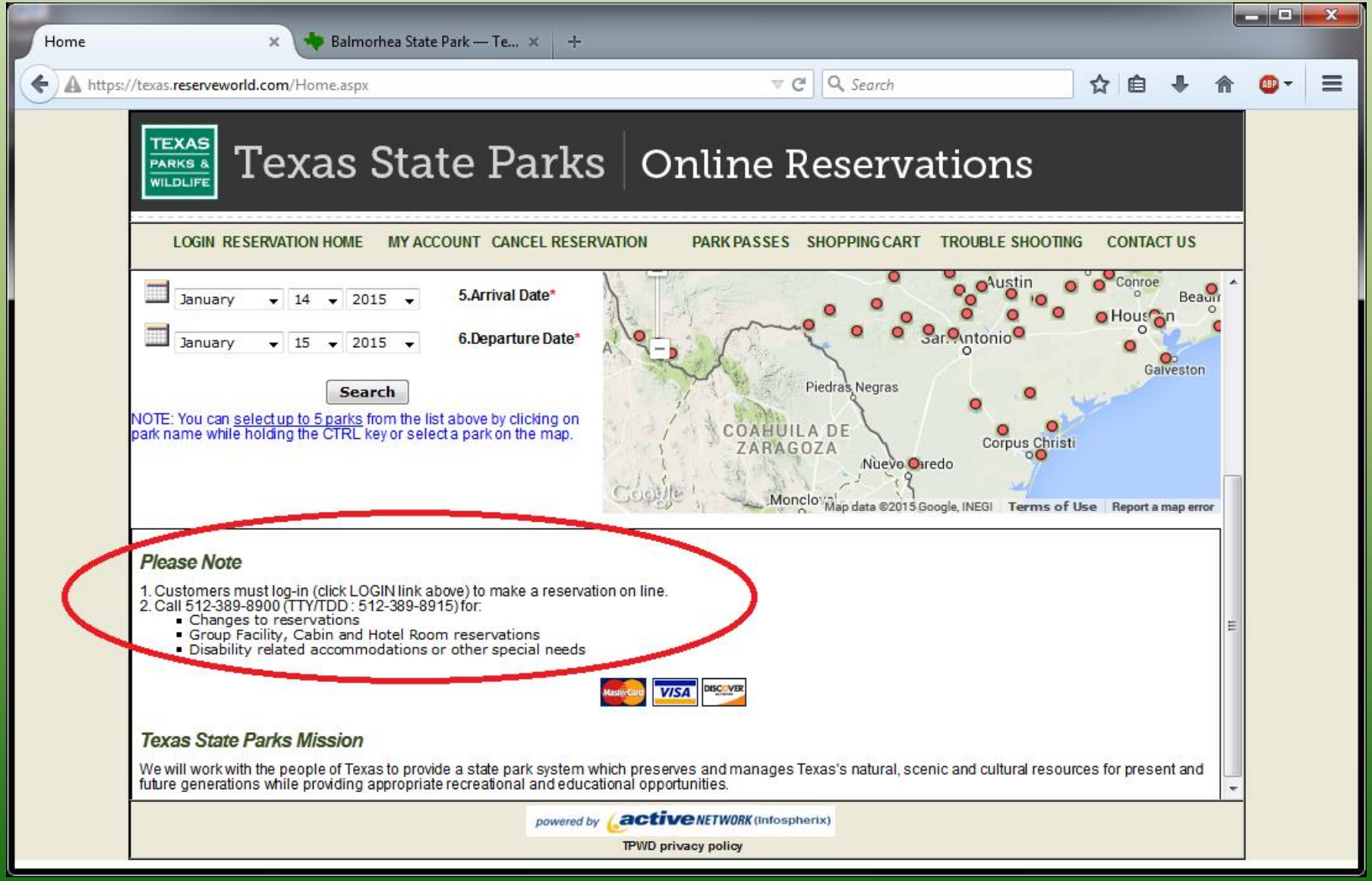
If you have any further questions, please contact us at 512-389-8900, option 1, option 4 for Customer Service.
Thank you.

Homepage: http://texas.reserveworld.com



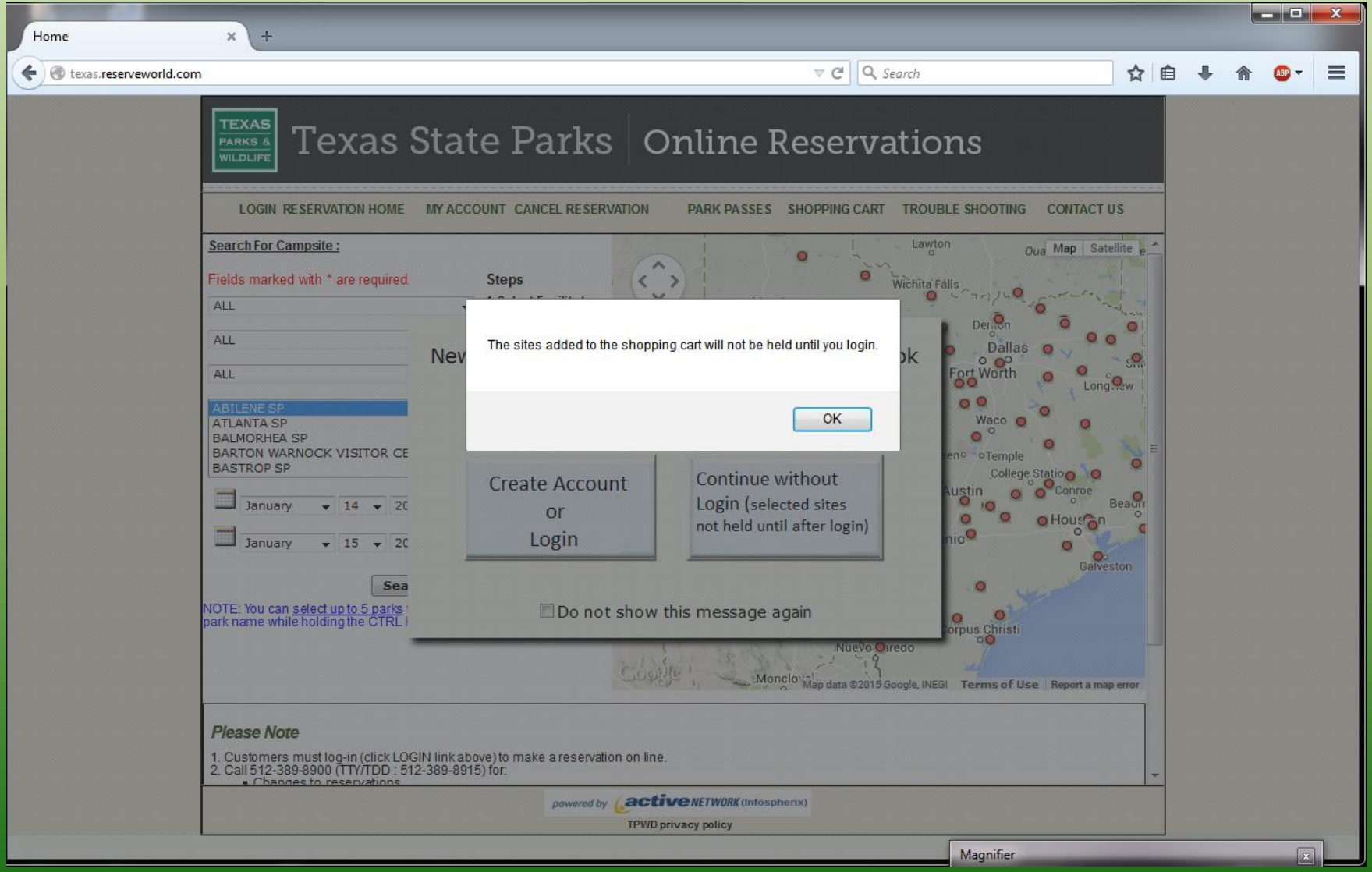
Please Note…

The lower portion of the home page indicates that you have to call for cabin, or group facilities, and to change reservations.



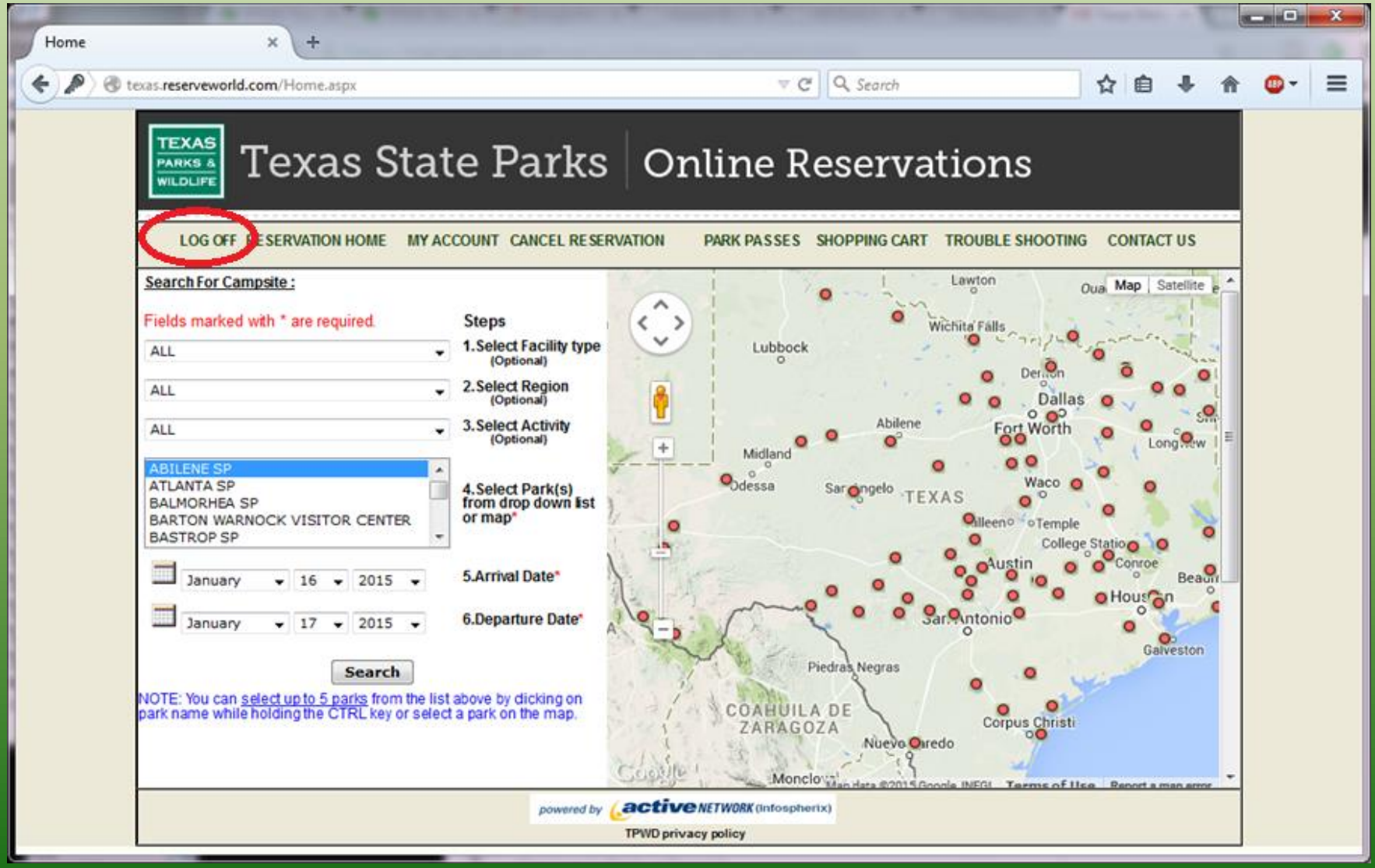
Continue without login

Allows you to check for availability, but you will need to log in before sites are added to a shopping cart.



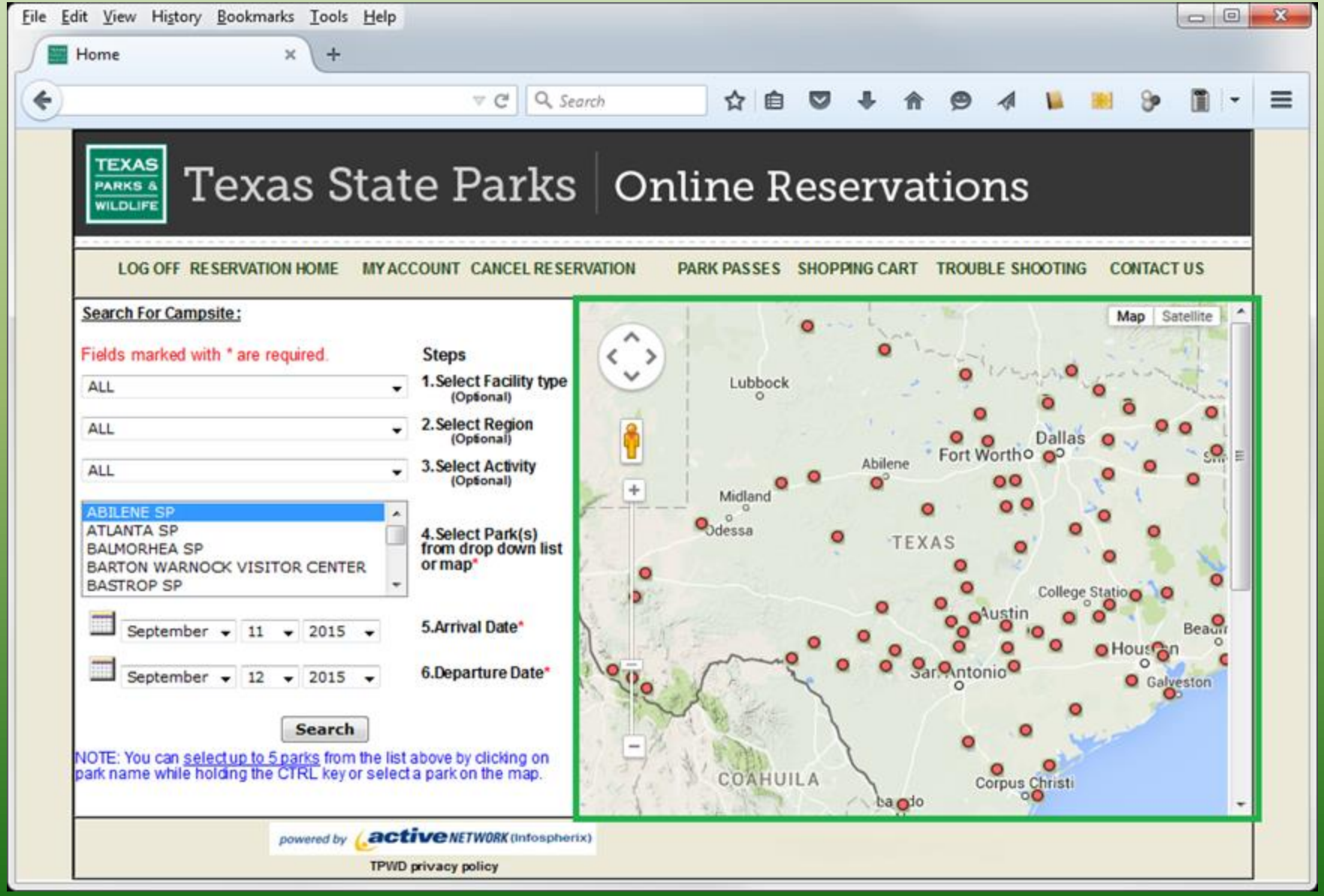
Screen after login

If you have properly logged in, you should see a “Log Off” link in the upper left. If you do not see this, please refer to the troubleshooting page.



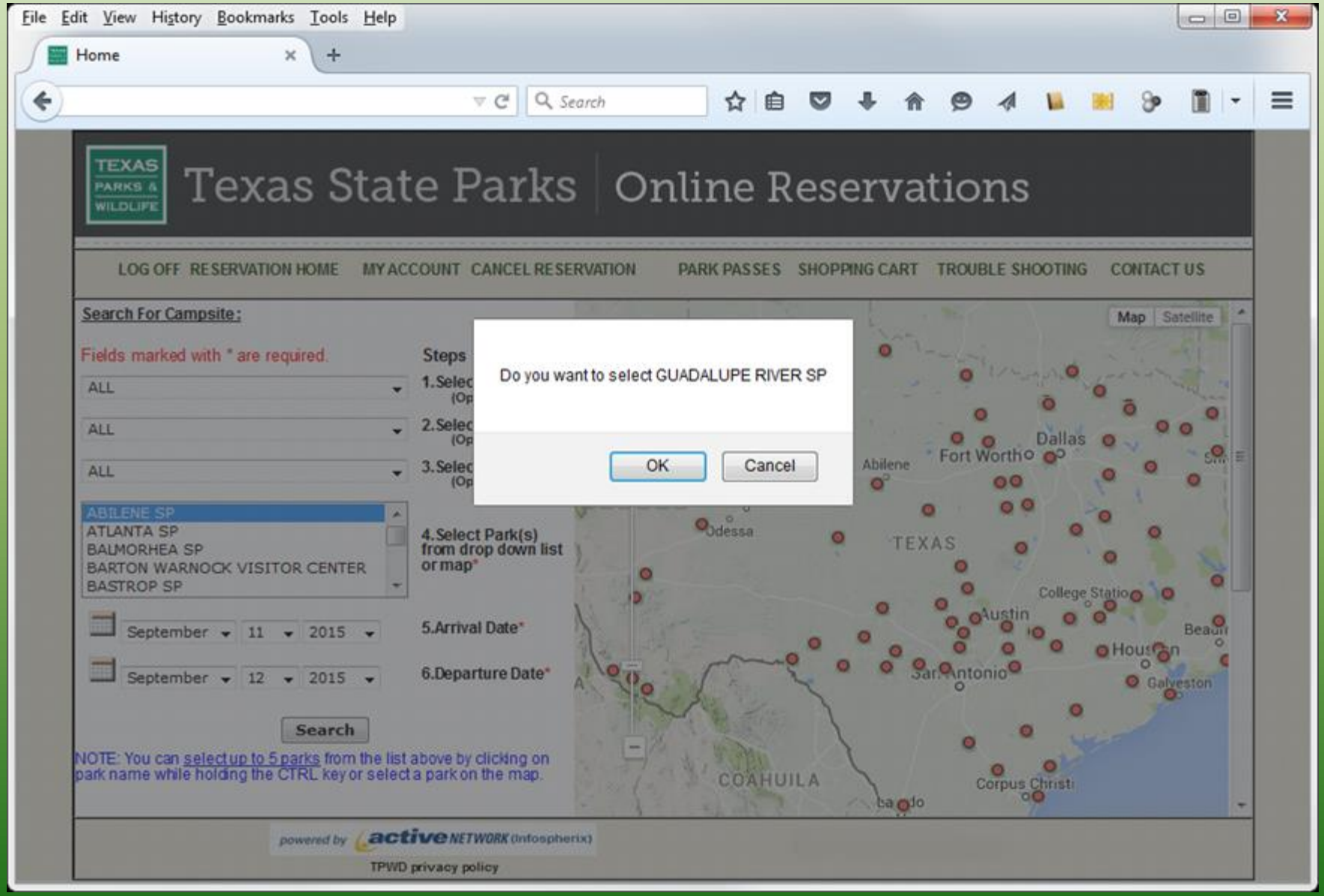
Checking Availability

Map has clickable destinations



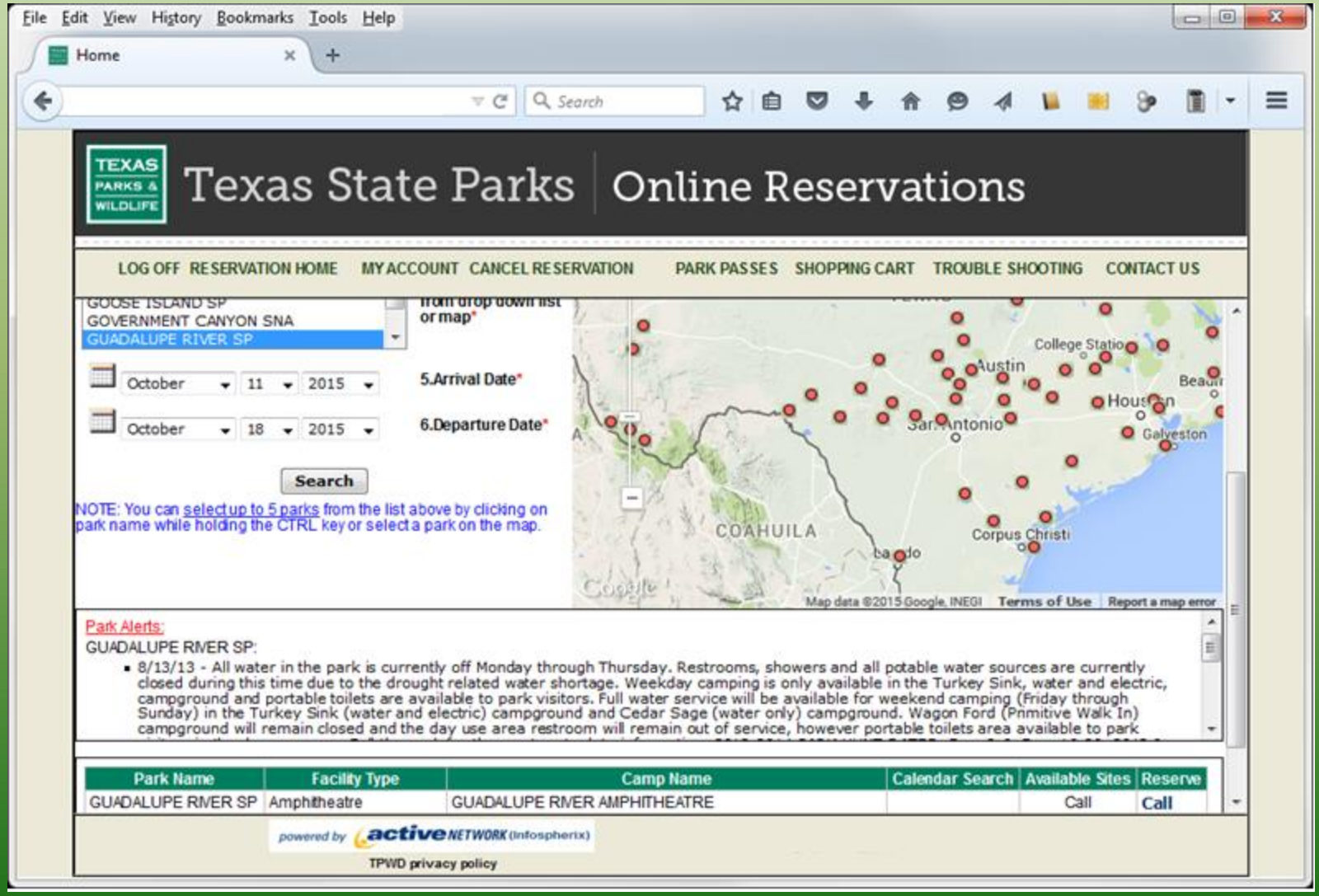
Availability – Selecting park on map

Popup to confirm park selection



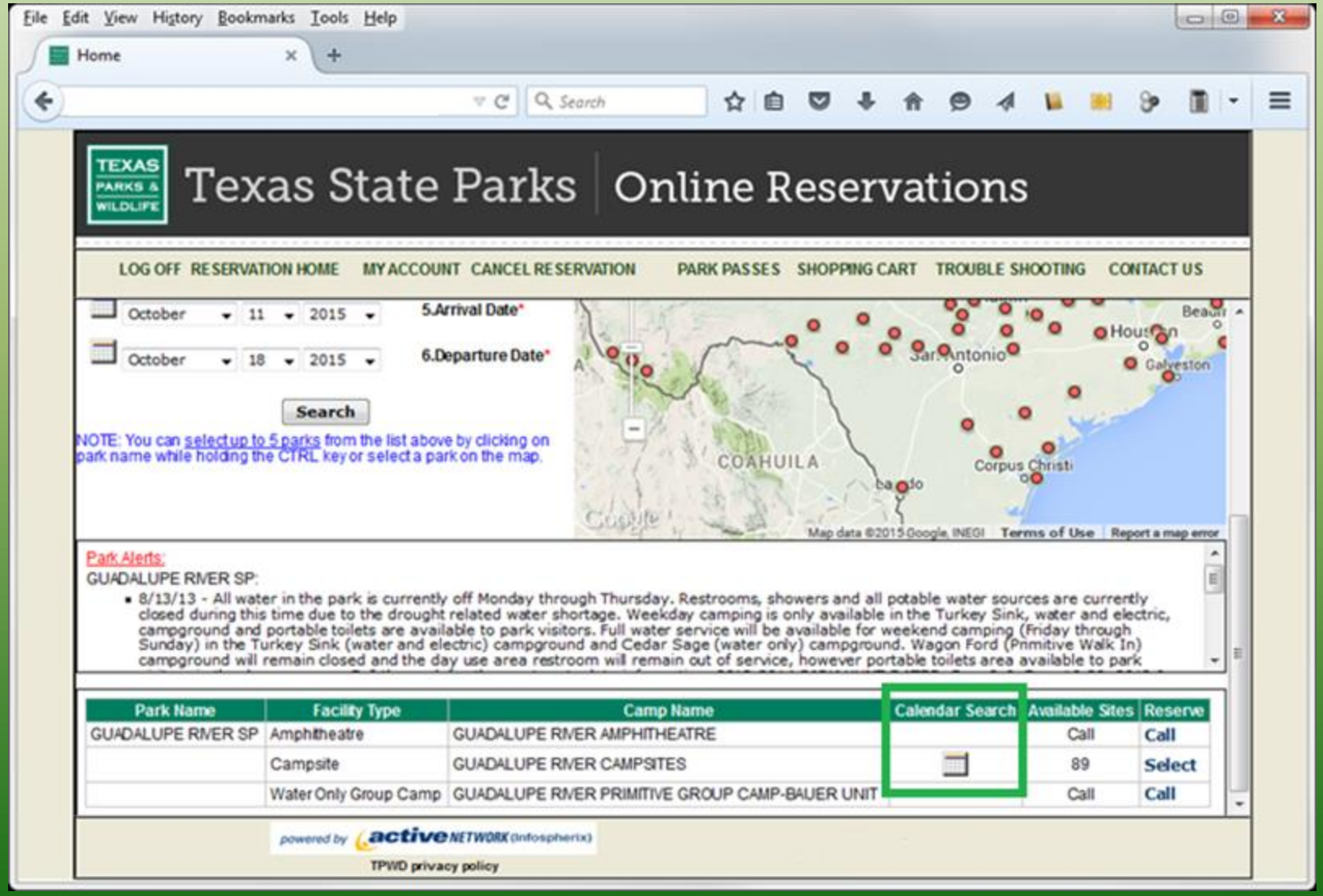
Availability – Date selection and search

- Enter in Arrival Date, Departure Date, click Search
- **Note:** You may need to check for a scroll bar and scroll down depending on size of browser window to view results
- Important Park Alerts will display above results



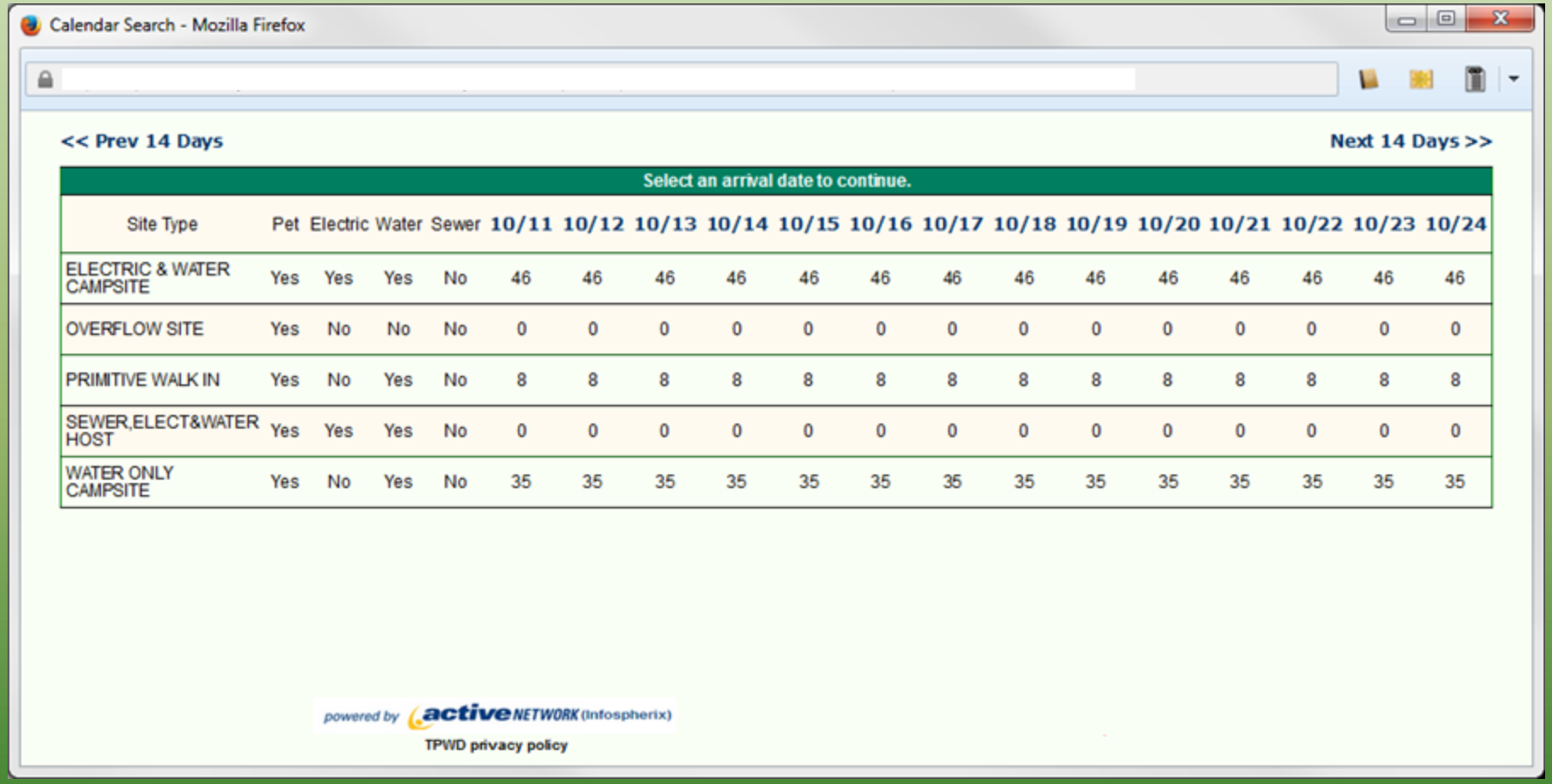
Availability - Search Results - Calendar

Scroll down screen to view search results. If “Available Sites” column displays 0 sites available, you can click on “Calendar Search” to view a popup window which will display a 2 week window of site availability so you can change dates on a new search. Otherwise, click “Select” to view Search Criteria screen.



Availability - Calendar Search window

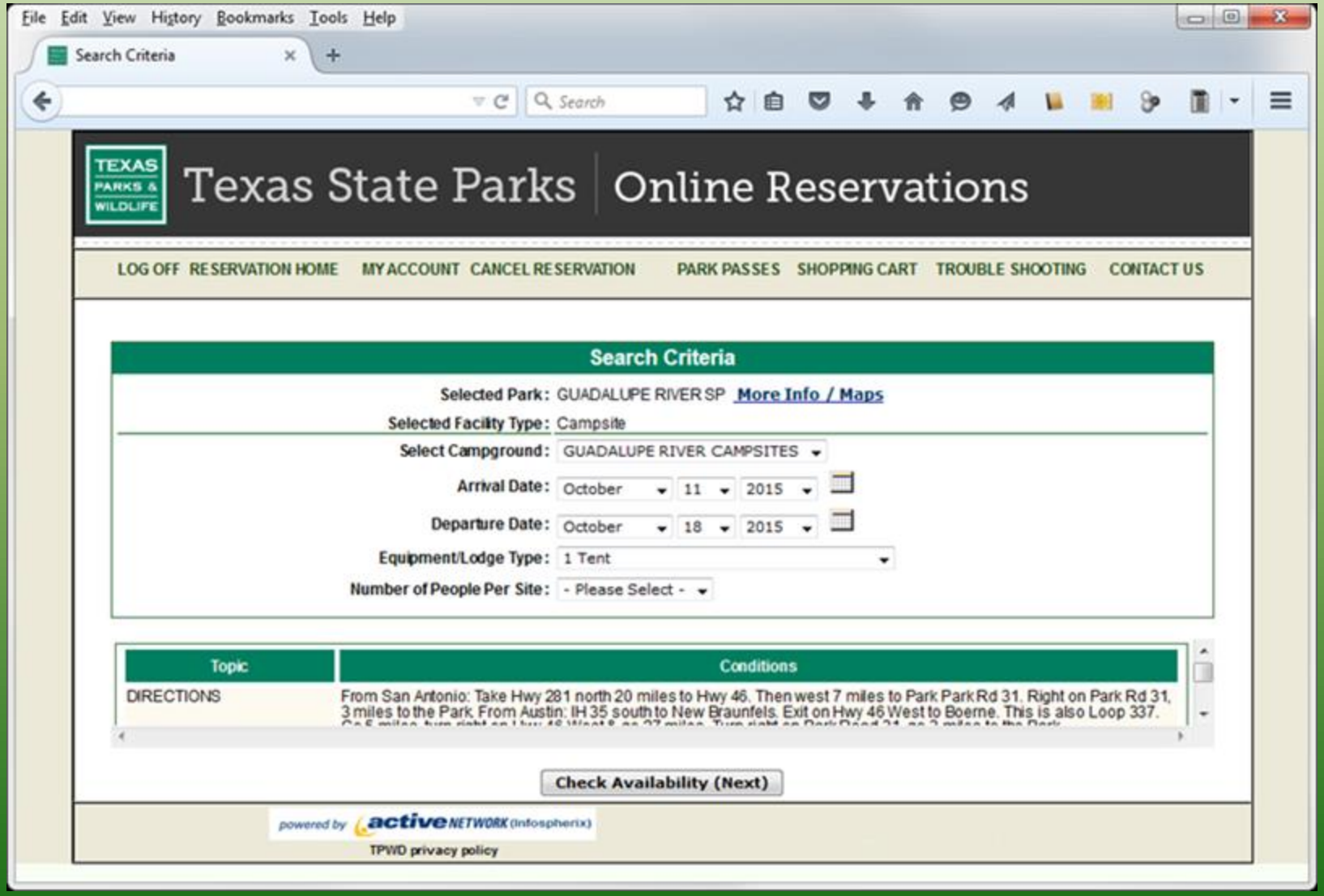
Sample display of Calendar Search window



Site Type	Pet	Electric	Water	Sewer	10/11	10/12	10/13	10/14	10/15	10/16	10/17	10/18	10/19	10/20	10/21	10/22	10/23	10/24
ELECTRIC & WATER CAMPSITE	Yes	Yes	Yes	No	46	46	46	46	46	46	46	46	46	46	46	46	46	46
OVERFLOW SITE	Yes	No	No	No	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRIMITIVE WALK IN	Yes	No	Yes	No	8	8	8	8	8	8	8	8	8	8	8	8	8	8
SEWER,ELECT&WATER HOST	Yes	Yes	Yes	No	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WATER ONLY CAMPSITE	Yes	No	Yes	No	35	35	35	35	35	35	35	35	35	35	35	35	35	35

Availability - Search Criteria and Alerts/Information

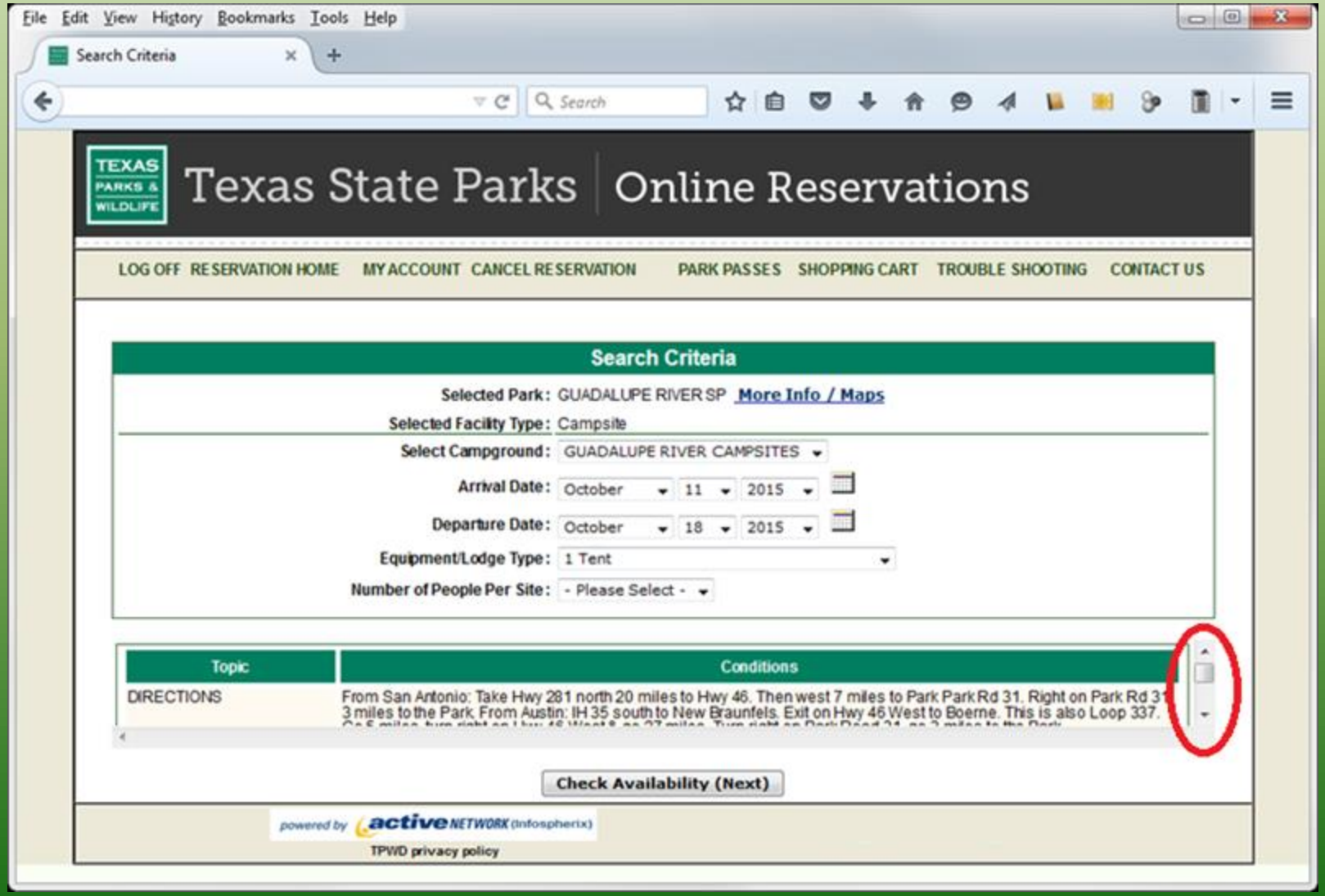
- Screen to select equipment type and number of people per site.
- Clicking on “More Info/Maps” will take you to the web page of the park you are currently checking availability for.
- Click “Check Availability” to see results of criteria search.



Important Note Site descriptions/policies

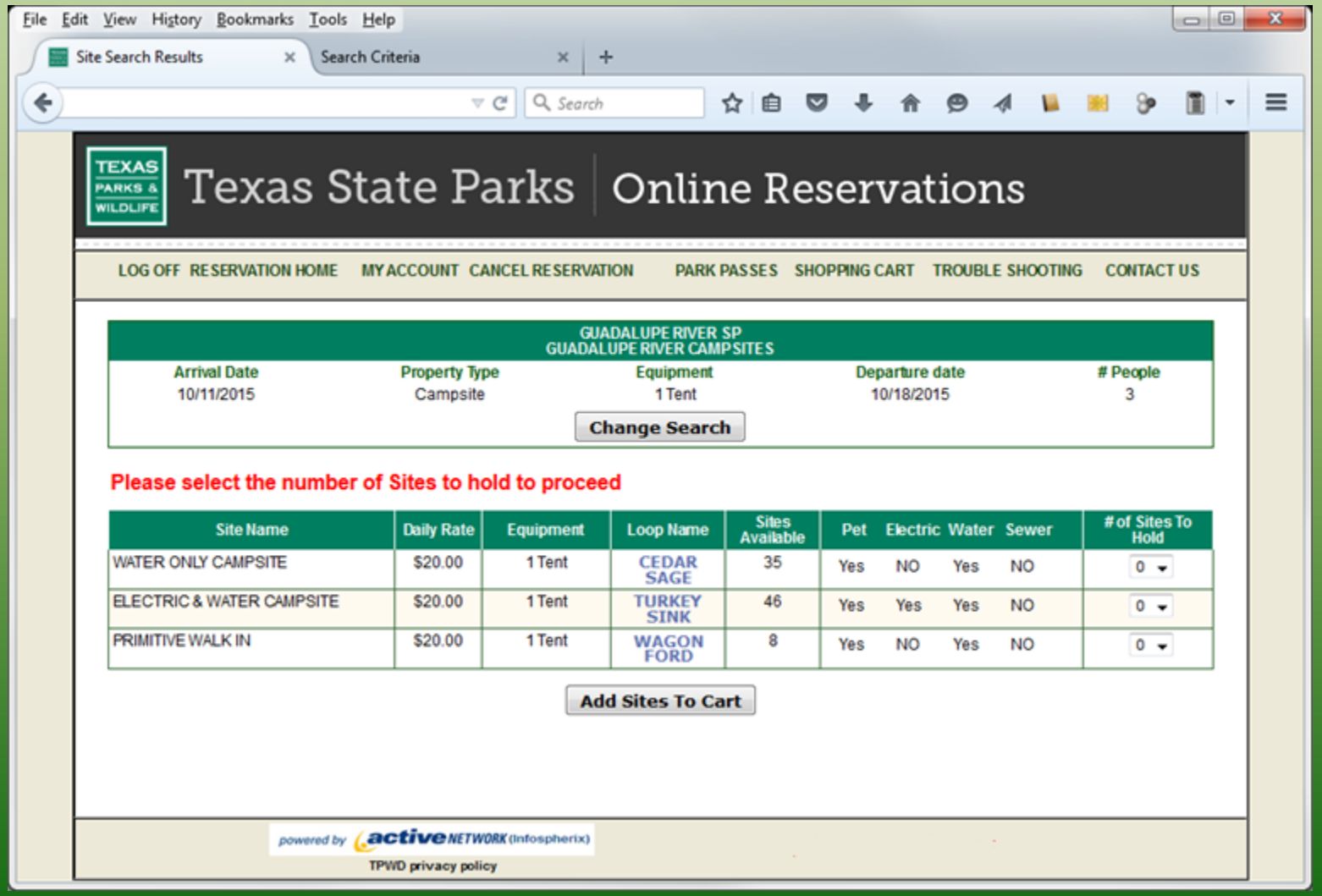
Depending on your browser window size, you may need to scroll down to view alerts and information on the park and site types, contact information, and late arrival instructions. When you have completed making the reservation, all pertinent information will be in the email confirmation.

Be sure to review the email confirmation for any possible policy changes.



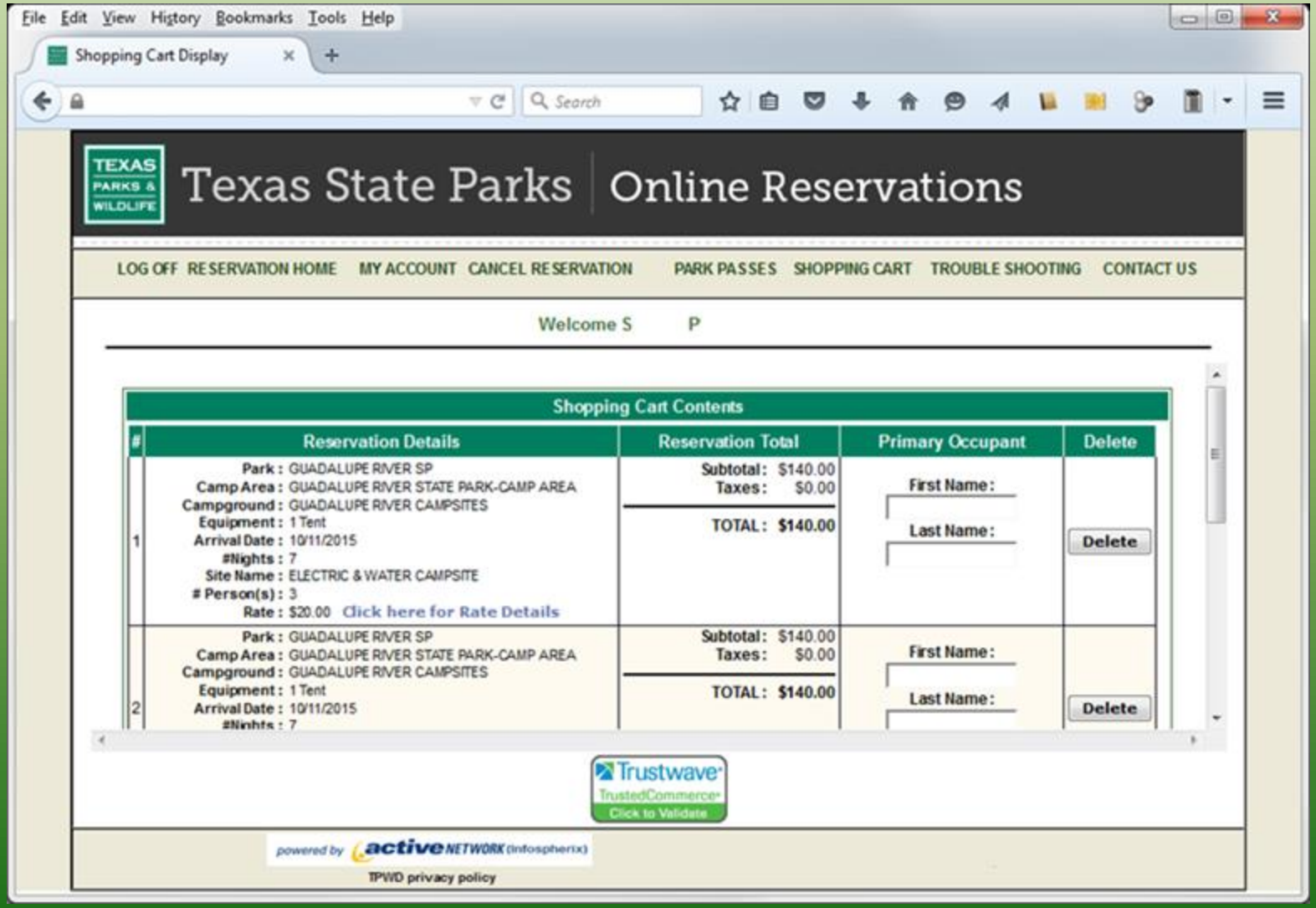
Availability – Site type search results

- Site name, rate, camping area that sites are located, number of sites listed here.
- Use drop down menu at left to select number of sites to add to shopping cart. **5 SITE MAX PER SHOPPING CART**
- To review site descriptions on the previous page, click “Change Search”.
- Note: Linkable areas under the “Loop Name” column are not functional. Please refer to the State Park Facility Maps on the respective park page.



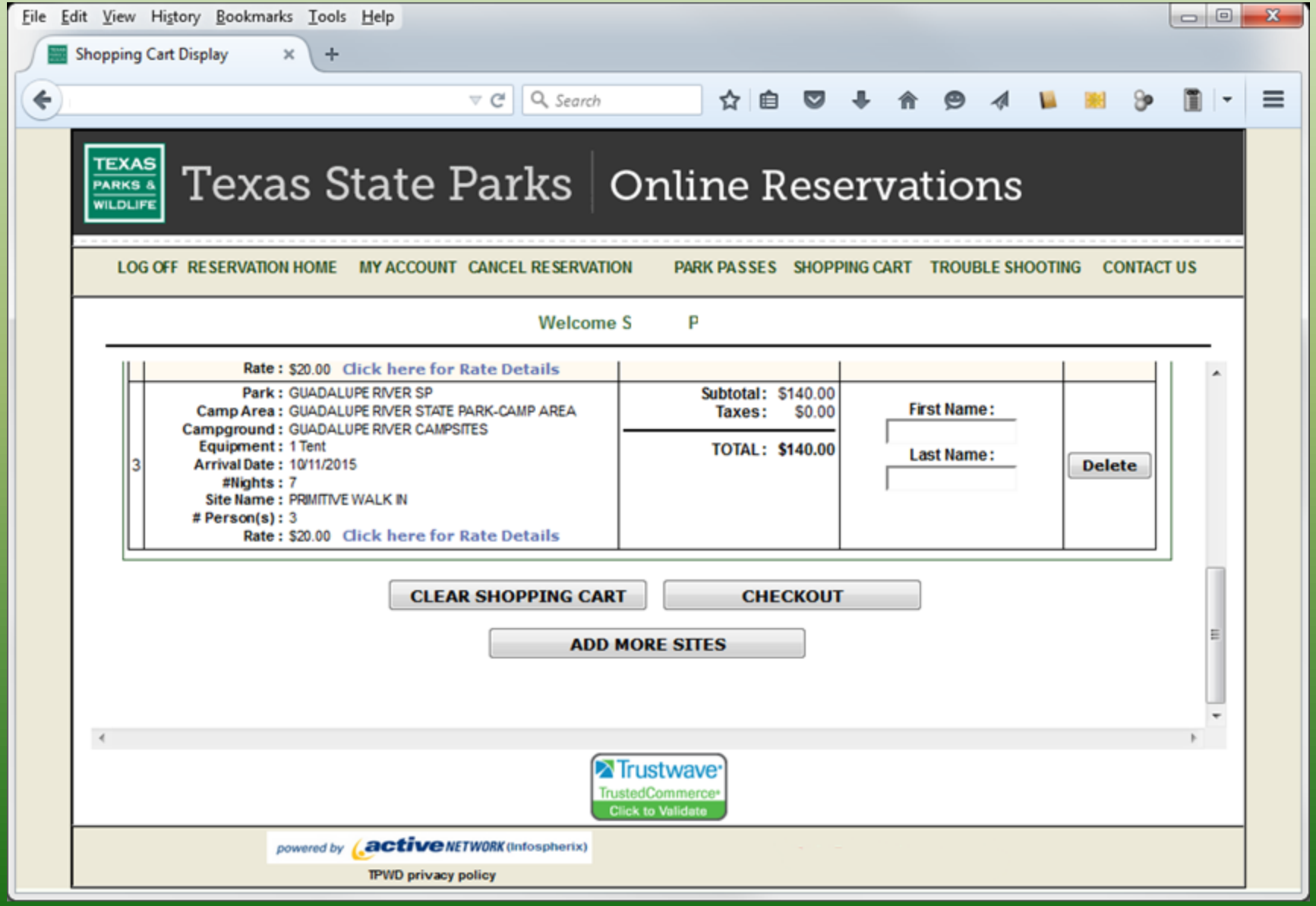
Shopping Cart view

- Itemized detail of each item in shopping cart with subtotal for each site.
- It is not required to add a name for “Primary Occupant” to proceed.
- Scroll down for options to Clear Shopping Cart, Checkout, or Add More Sites.



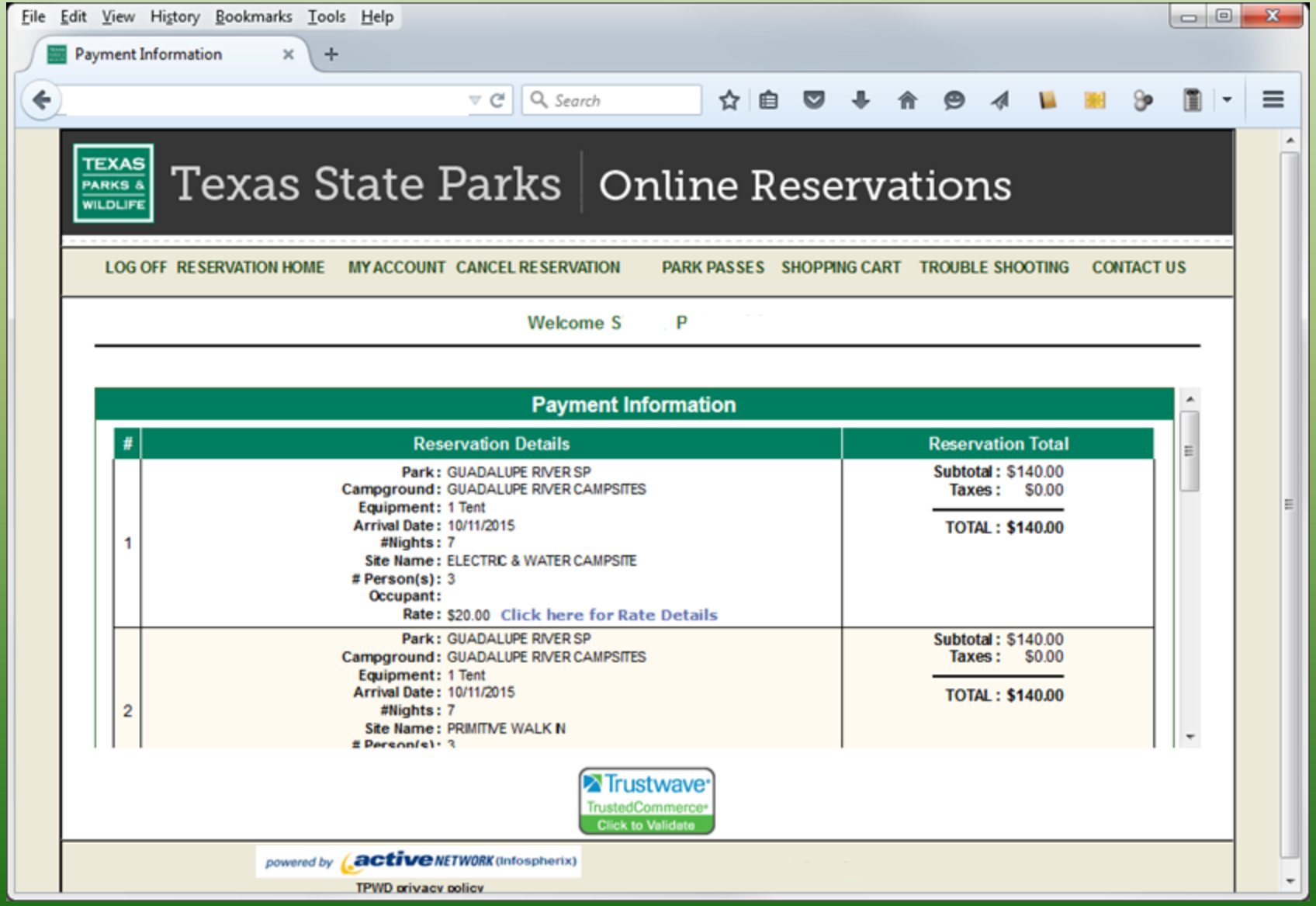
Shopping Cart – Navigation buttons

Options to Delete selected site, Clear Shopping Cart, Checkout, or Add More Sites.



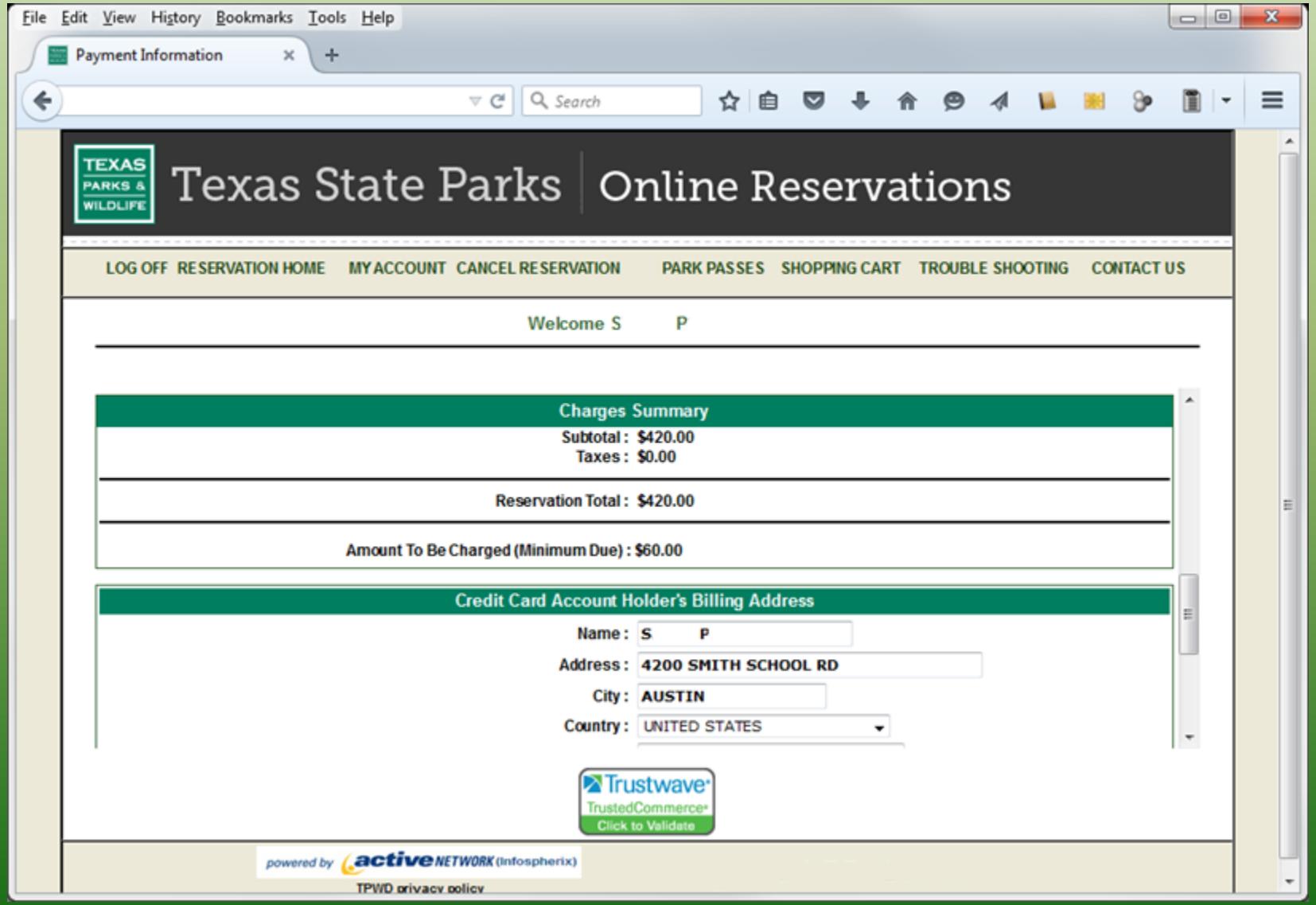
Checkout - Payment Info

Upper portion of page. Scroll down to see Charges Summary and Billing Information.



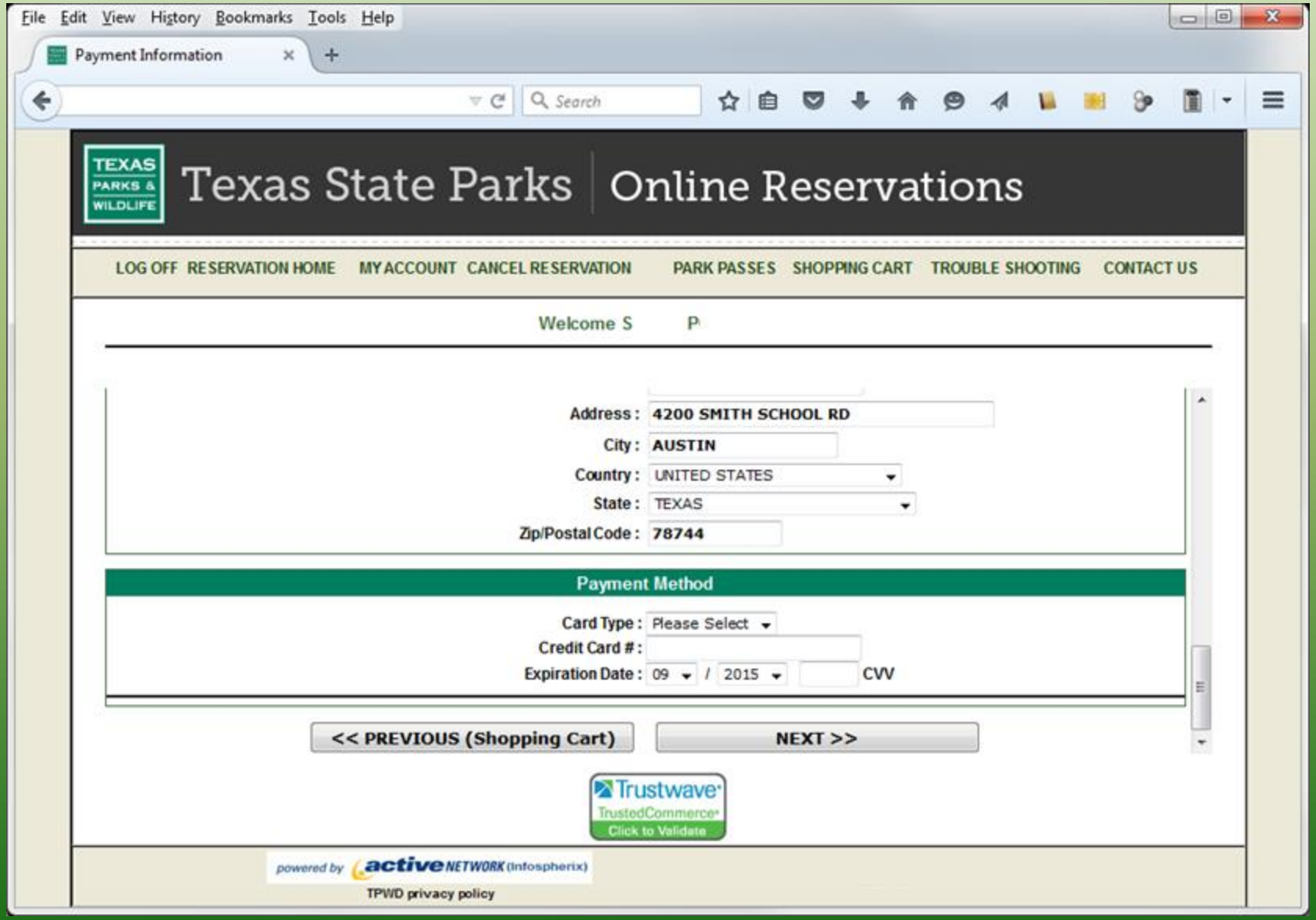
Checkout – Charges Summary, Billing Information

- Shopping Cart Subtotal and Amount to be charged (first night's fee for each site in cart) displayed here.
- Billing information (if different from what is on the user's profile) can be modified here.
- Scroll down further to enter credit card information.



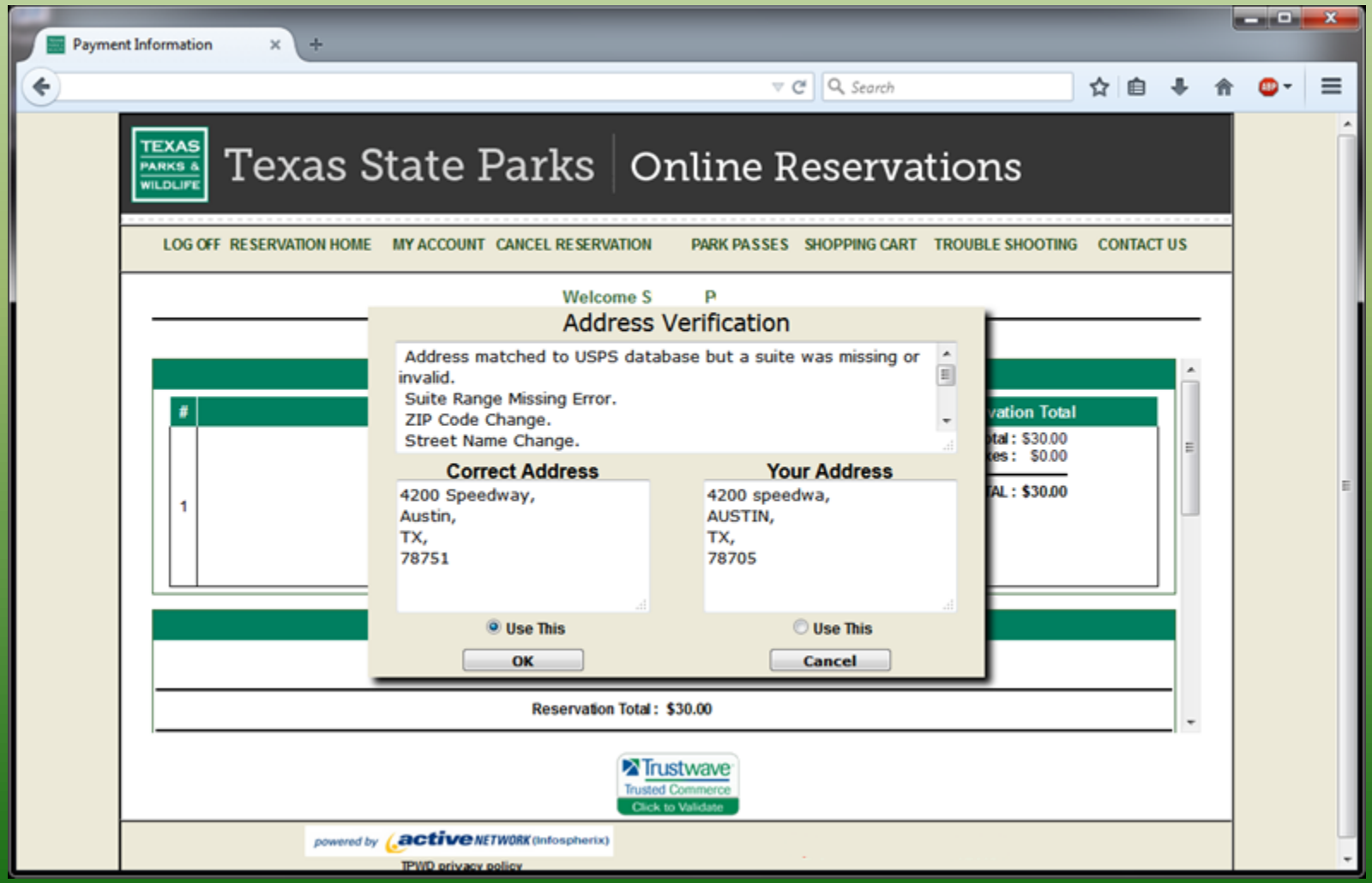
Payment Info/Checkout

Enter Credit Card # Info. The system will run an address verification and take you to the “Complete Reservation” screen.



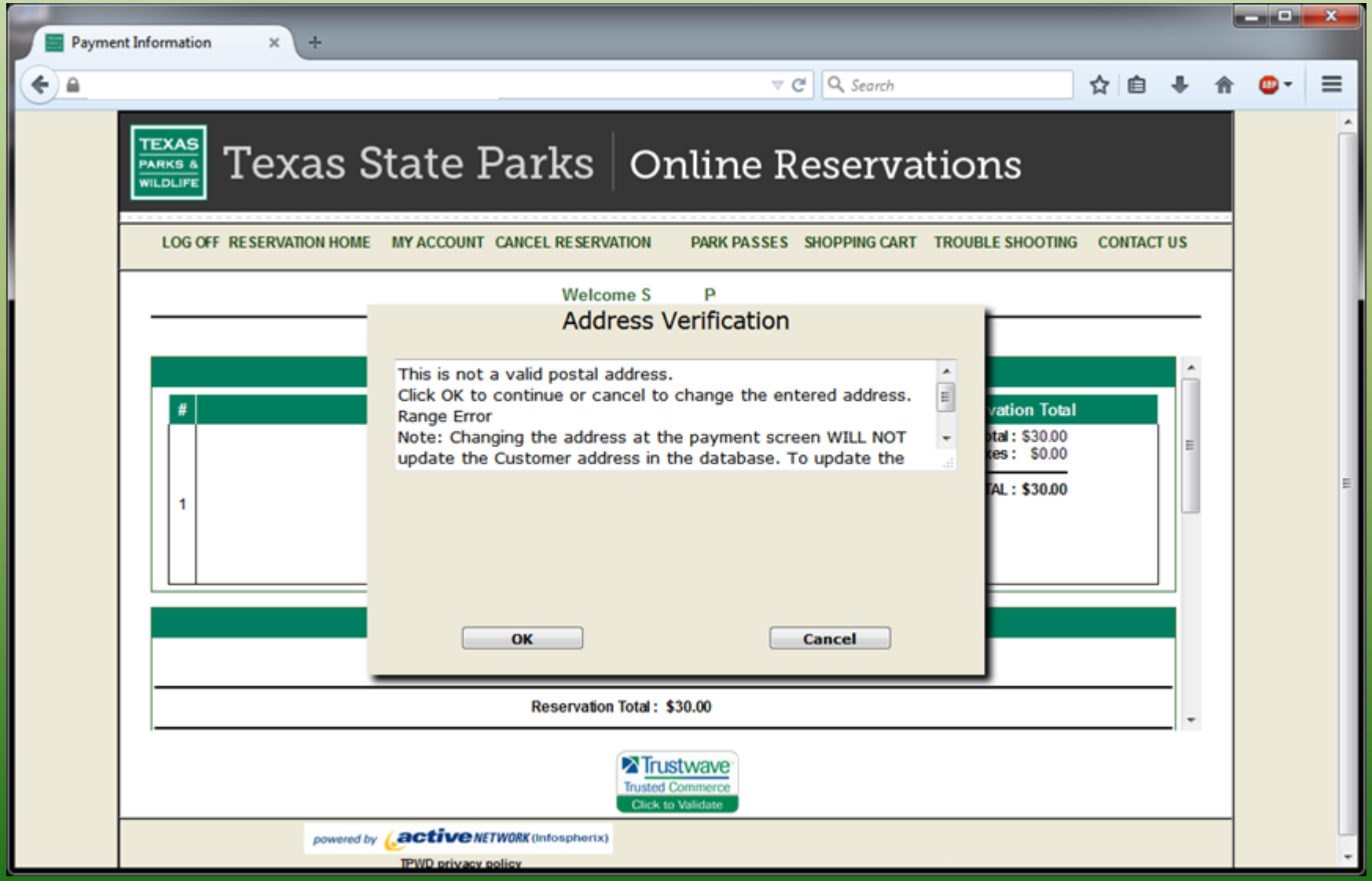
Address Verification

- You may encounter a message that the address as entered in the account does not properly match entries in our address verification service.
- Examples include: incorrect street name, incorrect range, incorrect zip code, or missing apt. or suite number.
- Solution: You can use either the suggested “Correct” address or “Your Address” as entered in the account.
- This message isn’t to affect credit card processing.



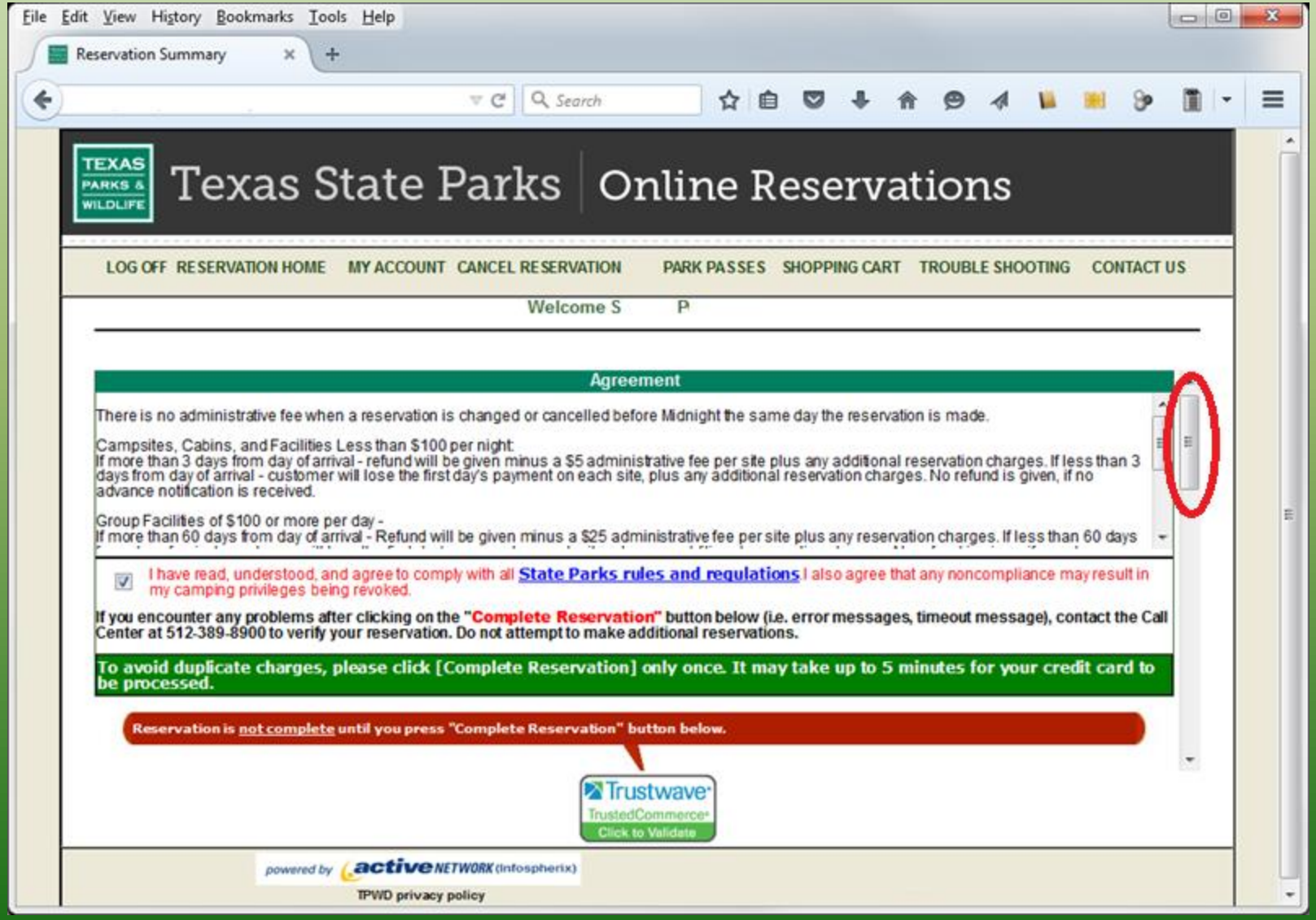
Address Verification

Example of message indicating an incorrect address



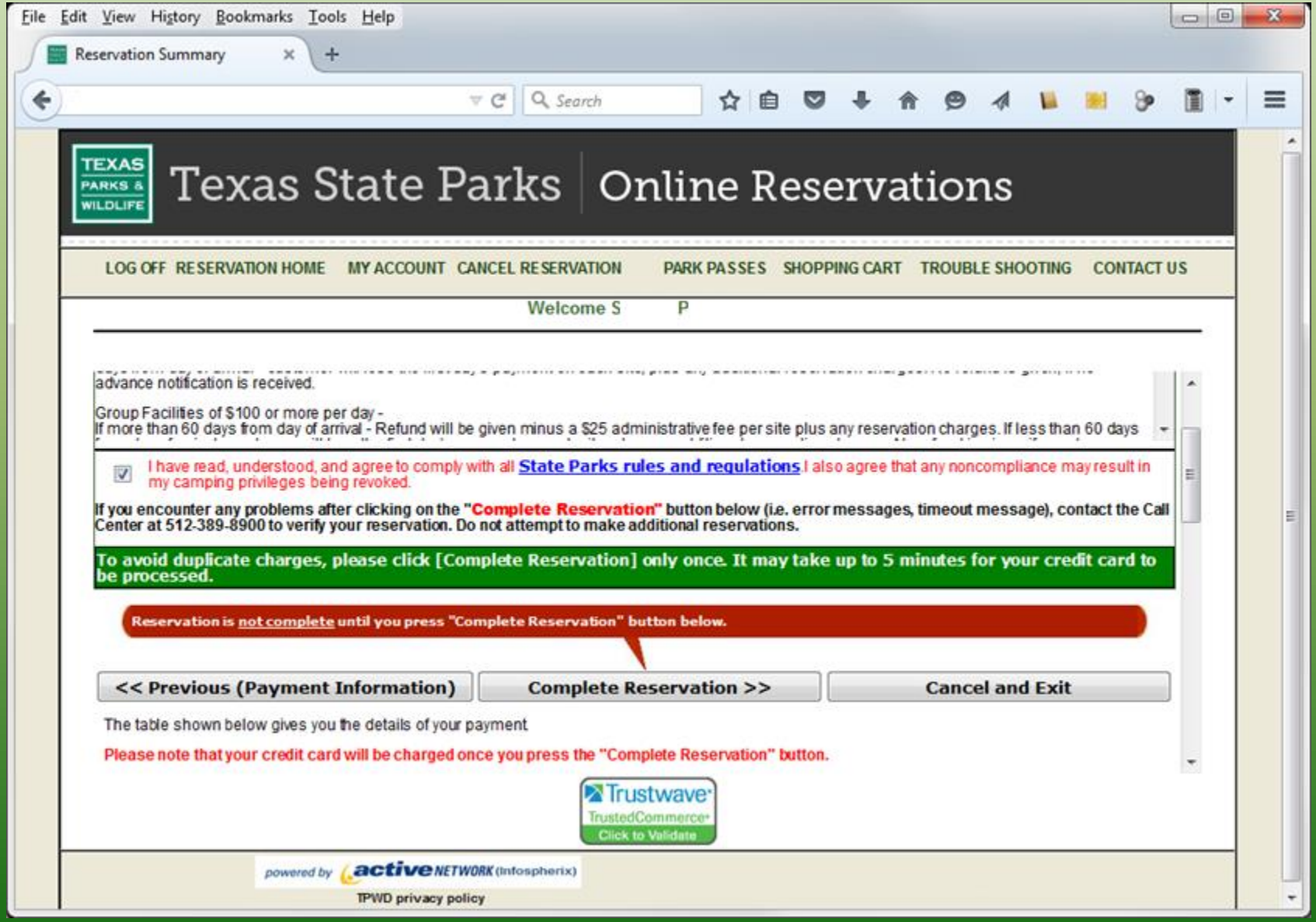
Complete Reservation – Button not visible

- Once the address verification is complete, the “Complete Reservation” page loads.
- Depending on the size of your browser window, you may not be able to see the “Complete Reservation” button.
- You will need to scroll down the page until you see the button.



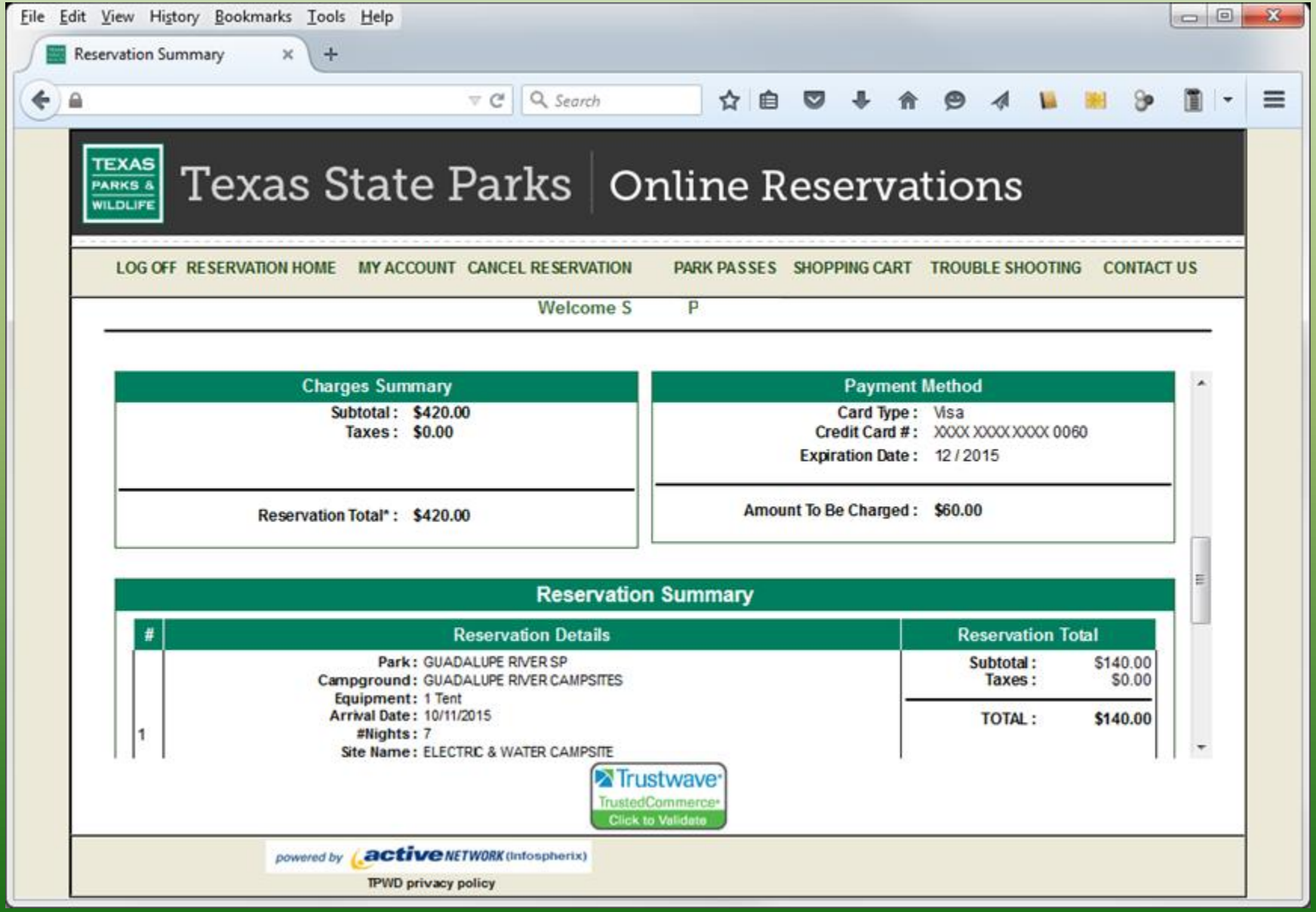
Complete Reservation

"Complete Reservation" visible…



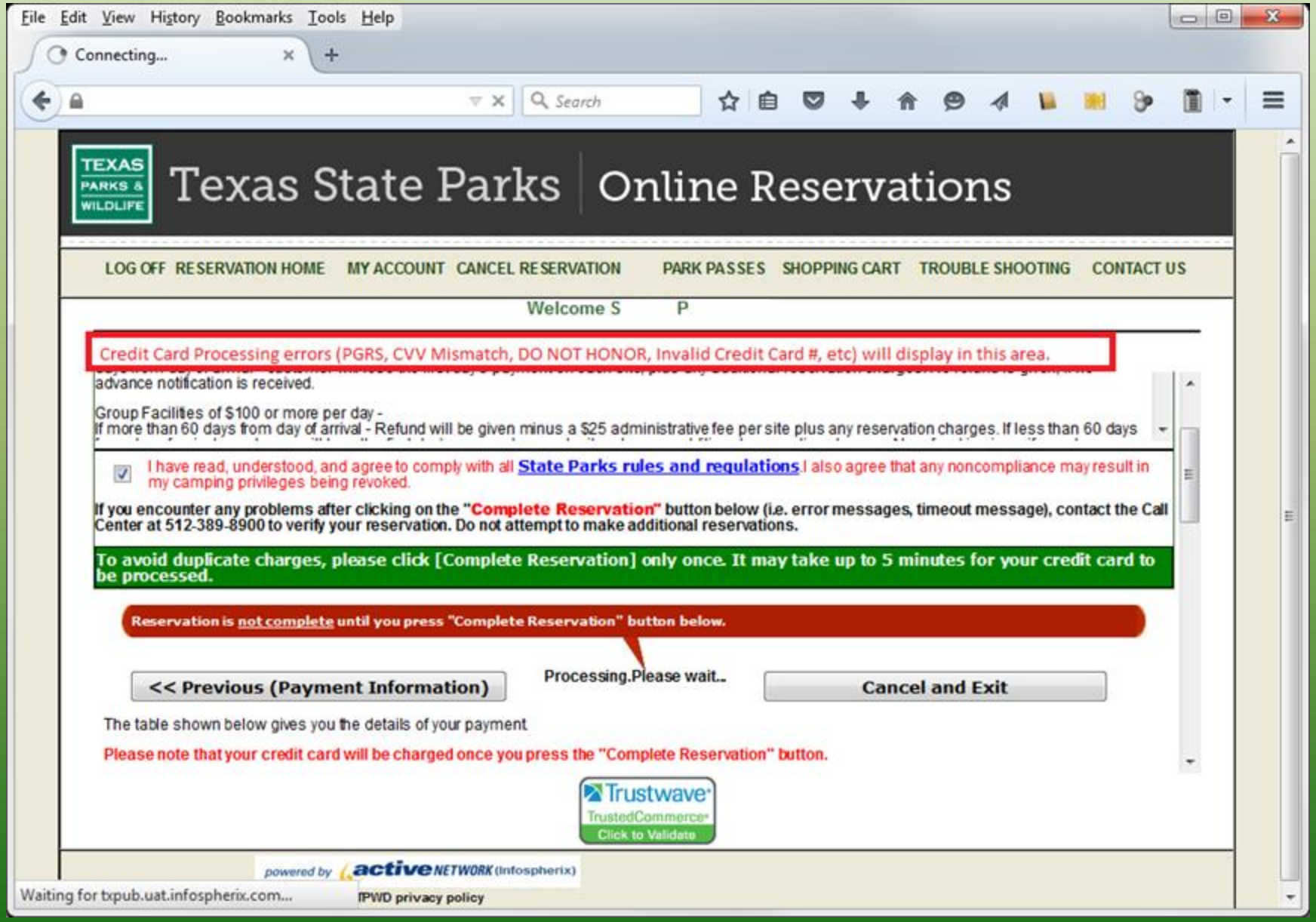
Complete Reservation – Summary portion of page

Portion of screen below “Complete Reservation” button which verifies amount to be charged.



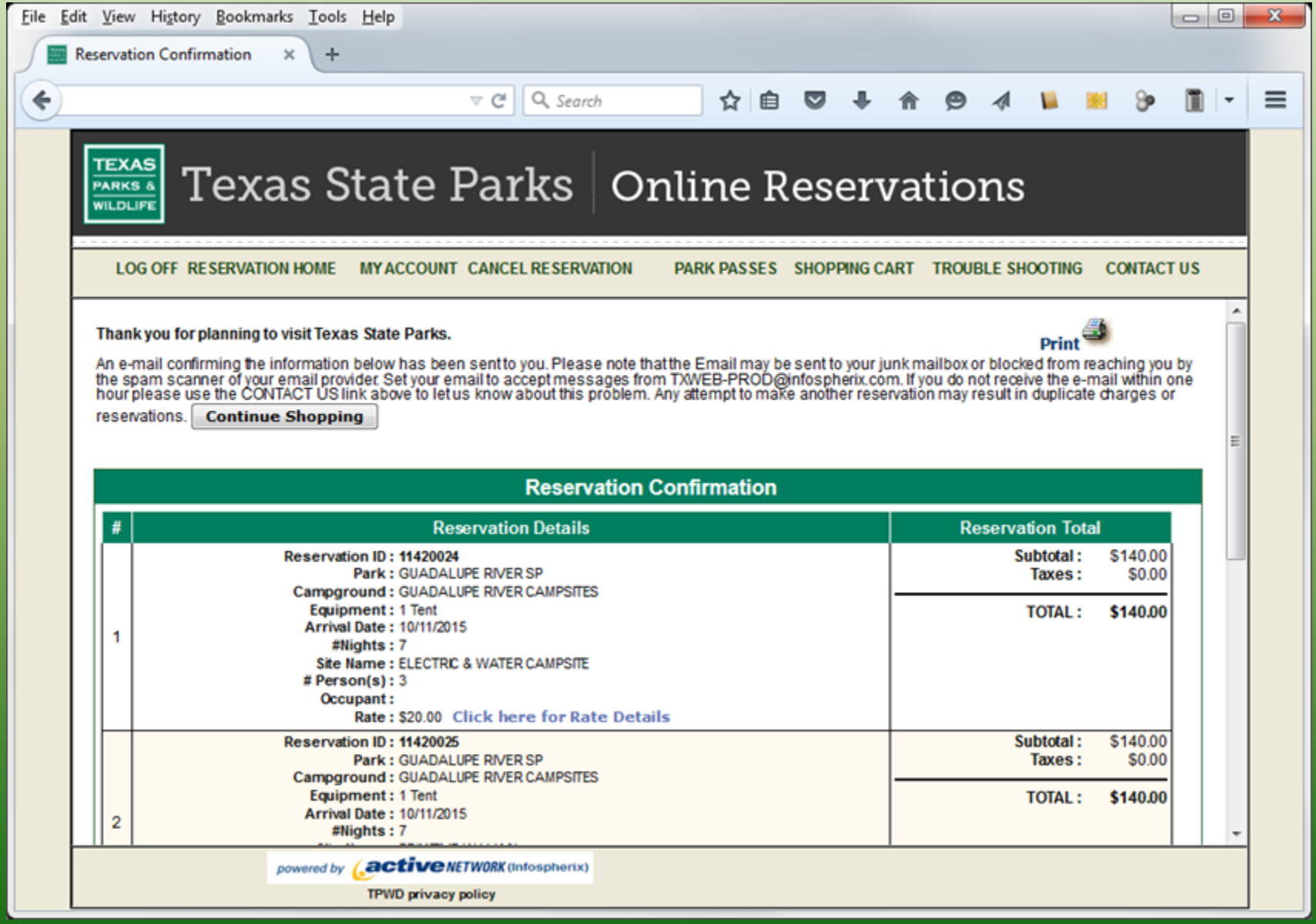
Complete Reservation - Processing

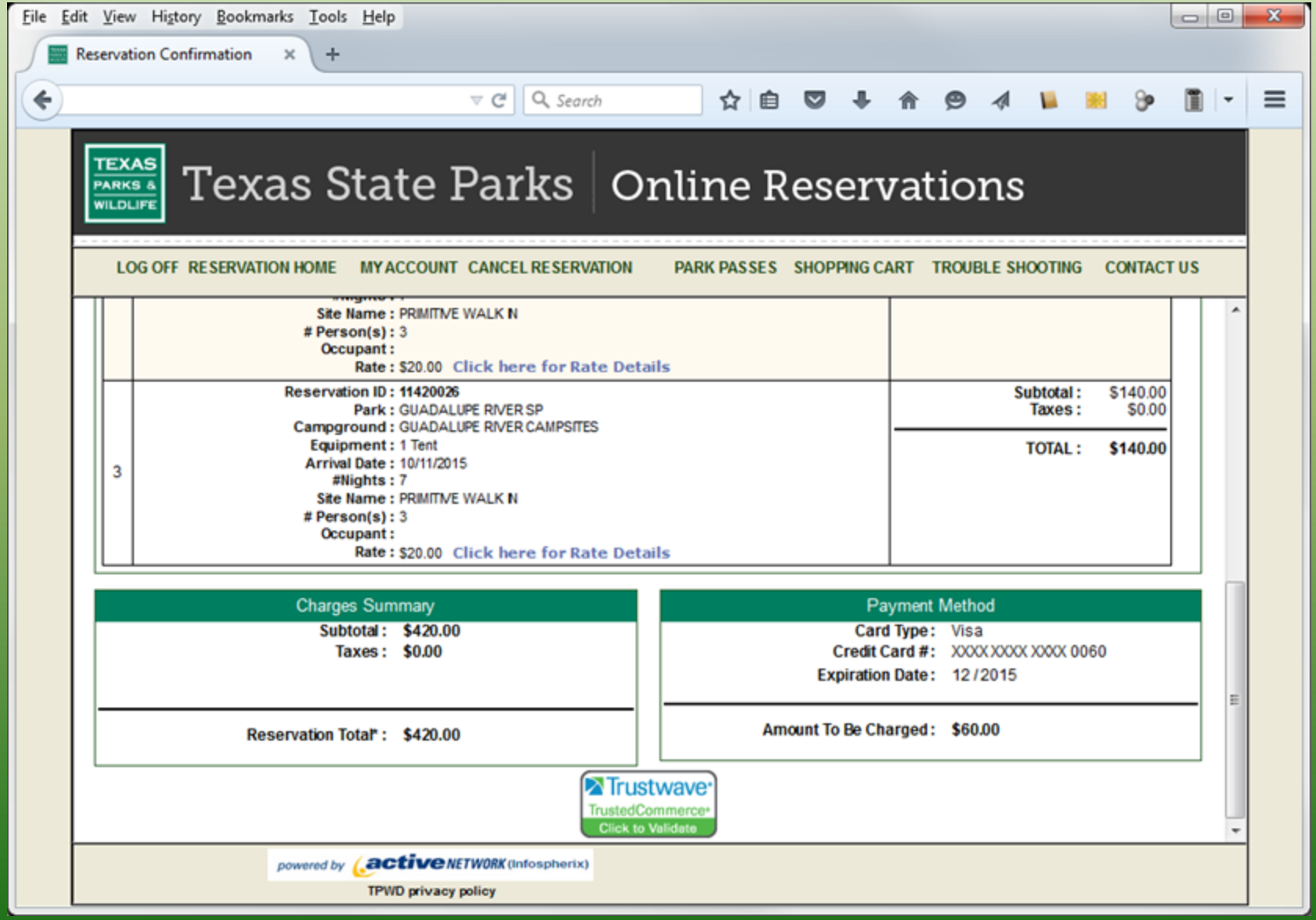
“Processing” may display for up to 10 seconds. If system returns an error it will be displayed in area of red box.



Reservation Confirmation

Upper portion of Reservation Confirmation screen. Scroll down to see other details.



Reservation Confirmation

Lower portion of Reservation Confirmation screen that verifies the charges.